

Enterprise Incident Report December 2012

As of 1/2/2013

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Alcoholic Beverage Control	Application Services	Danielle Hood	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Support	Chris Christensen	2 1	0 0	2 1
		Wayne Andersen	3 3	0 0	3 3
		Assigned to Individual Total	5 4	0 0	5 4
	Help Desk	Brenda Treadway	1 1	0 0	1 1
		Eileen Dubach	1 1	0 0	1 1
		James Stearns	1 1	0 0	1 1
		Julie VanBeekum	1 1	0 0	1 1
		Assigned to Individual Total	4 4	0 0	4 4
	Metro D Desktop Support	Greg Clawson	69 69	0 0	69 69

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			Low	Medium	FCR Total
Alcoholic Beverage Control	Metro D Desktop Support	Kevin Perry	1 0	0 0	1 0
		Assigned to Individual Total	70 69	0 0	70 69
	Voice Operations	Gail Christiansen	2 0	0 0	2 0
		Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	3 0	1 0	4 0
	Assigned Group Total		83 77	1 0	84 77
Customer Company Total			83 77	1 0	84 77

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Alcoholic Beverage Control	Application Services	Danielle Hood	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
	Application Support	Chris Christensen	2	0	2
			0	0	0
		Wayne Andersen	3	0	3
			0	0	0
		Assigned to Individual Total	5	0	5
			0	0	0
	Help Desk	Brenda Treadway	1	0	1
			0	0	0
		Eileen Dubach	1	0	1
			0	0	0
		James Stearns	1	0	1
			0	0	0
	Metro D Desktop Support	Julie VanBeekum	1	0	1
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0
		Greg Clawson	69	0	69
			0	0	0

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			Low	Medium	MIR Total
Alcoholic Beverage Control	Metro D Desktop Support	Kevin Perry	1 0	0 0	1 0
		Assigned to Individual Total	70 0	0 0	70 0
	Voice Operations	Gail Christiansen	2 0	0 0	2 0
		Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	3 0	1 0	4 0
	Assigned Group Total		83 1	1 0	84 1
Customer Company Total			83 1	1 0	84 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Alcoholic Beverage Control	Application Services	Danielle Hood	1 53.87	0 0.00	1 53.87
		Assigned to Individual Total	1 53.87	0 0.00	1 53.87
	Application Support	Chris Christensen	2 0.09	0 0.00	2 0.09
		Wayne Andersen	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	5 0.04	0 0.00	5 0.04
	Help Desk	Brenda Treadway	1 0.07	0 0.00	1 0.07
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		James Stearns	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	4 0.06	0 0.00	4 0.06

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			Low	Medium	ATTIR Total
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	69 0.00	0 0.00	69 0.00
		Kevin Perry	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	70 0.01	0 0.00	70 0.01
	Voice Operations	Gail Christiansen	2 0.20	0 0.00	2 0.20
		Romanza Hamblin Sorensen	1 0.00	1 0.11	2 0.05
		Assigned to Individual Total	3 0.13	1 0.11	4 0.13
	Assigned Group Total		83 0.66	1 0.11	84 0.66
Customer Company Total		83 0.66	1 0.11	84 0.66	

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Alcoholic Beverage Control	Application Services	Danielle Hood	1	0	1
			1	0	1
		Assigned to Individual Total	1 1	0 0	1 1
	Application Support	Chris Christensen	2	0	2
			1	0	1
		Wayne Andersen	3	0	3
			0	0	0
		Assigned to Individual Total	5 1	0 0	5 1
	Help Desk	Brenda Treadway	1	0	1
			0	0	0
		Eileen Dubach	1	0	1
			0	0	0
		James Stearns	1	0	1
			0	0	0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro D Desktop Support	Greg Clawson	69	0	69
			0	0	0

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			Low	Medium	MR Total
Alcoholic Beverage Control	Metro D Desktop Support	Kevin Perry	1 1	0 0	1 1
		Assigned to Individual Total	70 1	0 0	70 1
	Voice Operations	Gail Christiansen	2 0	0 0	2 0
		Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	3 0	1 0	4 0
	Assigned Group Total		83 3	1 0	84 3
	Customer Company Total			83 3	1 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Alcoholic Beverage Control	Application Services	Danielle Hood	1 53.87	0 0.00	1 53.87
		Assigned to Individual Total	1 53.87	0 0.00	1 53.87
	Application Support	Chris Christensen	2 67.48	0 0.00	2 67.48
		Wayne Andersen	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	5 26.99	0 0.00	5 26.99
	Help Desk	Brenda Treadway	1 0.25	0 0.00	1 0.25
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		James Stearns	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 2.43	0 0.00	1 2.43
		Assigned to Individual Total	4 0.67	0 0.00	4 0.67

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			Low	Medium	ATTR Total
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	69 0.00	0 0.00	69 0.00
		Kevin Perry	1 7.71	0 0.00	1 7.71
		Assigned to Individual Total	70 0.11	0 0.00	70 0.11
	Voice Operations	Gail Christiansen	2 0.20	0 0.00	2 0.20
		Romanza Hamblin Sorensen	1 0.01	1 0.22	2 0.12
		Assigned to Individual Total	3 0.14	1 0.22	4 0.16
	Assigned Group Total		83 2.41	1 0.22	84 2.38
Customer Company Total			83 2.41	1 0.22	84 2.38

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Detail

INC000000601645	Chris Johnson Application Support	Application Chris Christensen	Error Alcoholic Beverage Control	Licensing and Compliance Low	Closed	TIR Missed: No TTR Missed: Yes	0.18 134.97
INC000000613978	Justin Broderick Application Services	None Danielle Hood	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	53.87 53.87
INC000000614832	James Long Metro D Desktop Support	Application Kevin Perry	None Alcoholic Beverage Control	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: Yes	0.50 7.71
INC000000618449	Liquor Store 29 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professional Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618468	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618495	Liquor Store 30 Metro D Desktop Support	Network Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618508	Liquor Store 40 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618558	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618563	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618571	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professional Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618707	Craig Anderson Help Desk	Application Eileen Dubach	None Alcoholic Beverage Control	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618935	Chris Johnson Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000619079	Anita Knowley Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000619532	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000619821	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000620795	Liquor Store 36 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000621419	Anita Knowley	Telecom	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000621820	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000622083	Liquor Store 16	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000622100	Liquor Store 12	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000622794	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000624982	Cindy L Holmes	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625081	Cindy L Holmes	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625360	Liquor Store 33	None	None	None		TIR Missed: No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625663	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625667	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625674	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625678	Liquor Store 10	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000625691	Liquor Store 14	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000627028	Liquor Store 43	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000627031	Liquor Store 14	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000627037	Liquor Store 43	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000627041	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000627047	Liquor Store 09 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627055	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627061	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627071	Liquor Store 19 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627077	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627499	Lynnette Allred Help Desk	Application Julie VanBeekum	Password Alcoholic Beverage Control	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.16 2.43
INC000000627559	Liquor Store 01 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627564	Liquor Store 23 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627567	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627606	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627614	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627616	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627752	Liquor Store 04 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627919	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627957	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627958	Liquor Store 29 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627960	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000628186	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628191	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628366	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628367	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628428	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628431	Liquor Store 23 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628432	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628480	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628481	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628482	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628483	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628484	Liquor Store 45 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628485	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628488	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628654	Liquor Store 25 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628657	Liquor Store 25 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628702	Liquor Store 32 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000628782	Liquor Store 16 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628783	Liquor Store 04 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628784	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000629068	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000629235	Mindy Zampedri Help Desk	Application James Stearns	Password Alcoholic Beverage Control	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000629703	Liquor Store 09 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000629705	Liquor Store 37 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000629706	Liquor Store 16 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000629745	Jackie Bankert Voice Operations	Telecom Gail Christiansen	Dial Tone Alcoholic Beverage Control	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.40 0.40
INC000000630015	Liquor Store 36 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000630031	Liquor Store 41 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000630108	Liquor Store 11 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000630209	Jack Miller Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Alcoholic Beverage Control	Telephone Medium	Resolved	TIR Missed: No TTR Missed: No	0.11 0.22
INC000000630289	Vera D Pitt Help Desk	Application Brenda Treadway	Password Alcoholic Beverage Control	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.25
INC000000630468	Liquor Store 10 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000630471	Liquor Store 36 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000630473	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00